

# Linguistic Politeness and Gender: Apology Strategies: A Sociolinguistic Research

Tarek Hider Mohammad Alahmad (Corresponding Author)

Department of English, Jadara University

Irbid, Bergesh, Jordan

Tel: 962-795-941-849 E-mail: t3riq\_3bzead@yahoo.com

Asma Khaled Abdullah Alkasassbeh

College of Sciences & Arts, Al-Asyah Qassim University

Al-Qasim, Saudi Arabia

Received: October 2, 2019 Accepted: January 21, 2020 Published: February 17, 2020

doi:10.5296/ijl.v12i1.16484

URL: <https://doi.org/10.5296/ijl.v12i1.16484>

## Abstract

This paper addresses Geoffrey Leech's (2014) three semantic classifications of apology on *The Portrait of a Lady* which was written by Henry James. The researchers apparently address Leech's three semantic classifications and also there are two charts and a statistic table in order to be scientific while answering the preceding assumption about gender differences in apology strategies. Apology strategies sound well-known in Anglophone. In the literature of gender, this paper targets the linguistic politeness and gender to give the readers extra vision by studying the fiction. Moreover, the researchers' purpose in this paper is to address the stereotypical assumption that women used to be politer than men. In order to find out whether these differences in number of utterances by the two groups are statistically significant or not, the researchers have used some statistical tools, namely a (T-test). An analysis of the linguistic politeness and gender can help to deep insight into each character's personae and experiences in the fiction as well as appreciate the special gist of the fiction as well.

**Keywords:** Linguistic politeness, Gender, Apology strategies, Stereotypical assumption, Fiction

## 1. Introduction

It is noticed that, during the last two decades, scholars and researchers address language and gender. They also enhance the underpinning of the two realms to elaborate further studies as Coates (2016, p.3) points out that “Over the last twenty years, there has been an explosion of research in the field of language and gender. Many books have been published, as well as many articles, both in learned journals and in edited collections.”

To identify linguistic politeness events, it is a vibrant question to trace the diversities of speech events thus scholars and researchers can address them as Leech (2014, p. 115) says “Research on politeness has tended to concentrate on particular types of speech events or social encounters that are “politeness-sensitive,” and there is an advantage in focusing on these in accounting for a wide range of politeness behavior,”

Furthermore, Mills (2003, pp. 1-2) considers linguistic politeness the core of gender and language researches that apparently underlines the mutual connection amid politeness and gender “Linguistic politeness lies implicitly at the heart of a great deal of gender and language research, from Lakoff (1975) onwards – the notion that women are more polite or deferent than men underlies the analysis of a range of linguistic features,” Purposefully, the researchers combine linguistic politeness and gender with literature in order to study strategies of apology, thereby the researchers enlarge the growing amount of researches that done on linguistic politeness and gender.

In this paper, the researchers question the stereotypical assumption that women are politer than men by applying four strategies of apology on Henry James’s *The Portrait of a Lady*.

In diversity situations, social differentiation impacts speech events choices amid interlocutors and that give them the chance adapt appropriate utterance or principle as Coulmas (2013, p.102) notes that “[p]oliteness is inextricably linked with social differentiation, with making the appropriate choices which are not the same for all interlocutors and all situations”. Furthermore, Murphy and Levy (2006, p. 4) illustrate that there are some determined maxims by Australian English speakers who believe that linguistic politeness is expressed in the following rules: showing formality, use of correct titles, greater use of please and thank you, use of formal greetings and closings, offering assistance for further queries, offering friendly greetings generally, use of careful wording and use of respectful endings.

## 2. Linguistic Politeness and Gender

There are several pioneers scholars that studied linguistic politeness and gender such as Jennifer Coates (2016), Sara Mills (2003) and Janet Holmes whose works are conceived as Leech (2014, p. 43) says “Janet Holmes (1990, 1995, 2006,) whose work on politeness in relation to gender, to social class, and to the workplace has significantly expanded awareness of how politeness in English can be analyzed in relation to such social parameters”

In their research article Taylor and Francis (2009, p. 107) point out that linguistic politeness is a maxim of smoothness amid interlocutors to avoid violation and they define linguistic politeness as “language usage which enables smooth communication between conversational

participants according to the norms of social interaction in a particular contextual situation within a given speech community.”

However, gender has emerged by enlargement studies and researches that impact the field apparently. Mills (2003, p. 169) states that the subtle differences amid masculine and feminine are lessened throughout incline works “gender has begun to be theorised in more productive ways, moving away from a reliance on binary oppositions and global statements about the behaviour of all men and all women, to more nuanced and mitigated statements about certain groups”

Reversely, the researchers review the question of the stereotypical assumption that women are politer than men. Nevertheless, scholars and researchers apply different methodologies to address this assumption. Mills (2003, p. 2) says that Holmes applies varied approaches of analysis to determine linguistic politeness phenomenon that related to gender “Holmes (1995), who asserts that women are more positively polite than men, have tended to adopt a very functional form of analysis, whereby they argue that particular language items or strategies can be simply classified as polite.” and also she applies quantitative data to address the assumption “This enables such linguists to undertake quantitative research and measure whether women are more polite than men.”(ibid.).

Another view point to add, Mills (2003, p. 207) gives more studies to ensure the stereotypical assumption such as Penelope Brown (1980, 1993) and Holmes (1995) “Penelope Brown in her work on the analysis of politeness among a Mayan community, argues that women in general are politer than men (Brown, 1980, 1993).” Holmes (1995, p. 4) gives the same result in politeness and gender (in Mills 2003, p. 213) “Holmes asserts that women are politer than men, as they are more concerned with the affective rather than the referential aspect of utterances since ‘politeness is an expression of concern for the feelings of others’.” According to Holmes (1985, p. 59), Lakoff (1973, 1975) suggests that “women are likely to use more forms expressing uncertainty and politeness than men” as well as “more intensifiers or strengthening particles than men” (ibid.).

However, McEnery (2006) (in Leech 2014, p. 248) studies other different phenomenon about swearing. The study shows that women tend to use feebler swear words than men “the difference between male and female swearing is qualitative rather than quantitative. That is, men tend to use stronger swear words than women,” Mills (2003, p. 203) states that politeness is habitually deliberated to be a woman’s account “As I have argued throughout this book, at a stereotypical level, politeness is often considered to be a woman’s concern,”

### **3. Apology**

The researchers' purpose in this section is to address the stereotypical assumption that women used to be politer than men. It is noticed that in the previous studies, researchers apply numerous methodologies to the aforementioned assumption.

However, the researchers address apology phenomenon which considered one type of *speech events* (speech acts) that Leech (2014) called it “politeness-sensitive,” According to Smith (2008) (in Pratiwi, S. et al.(2018, p. 24 ), apologies are complex interactions, and *sorry* is one

of many attempts that is used to make it simple.

The researchers track Leech's perspective that the utterance gives multifunction pragmatic use such as apology strategies as Leech (2014, p. 115) states:

I refer to these as *speech events* rather than as *speech acts*, because the latter term has typically been used in the study of single utterances, a particular limitation of Searle's speech act theory (1969, 1975a). However, when we study such phenomena as requests and apologies in context, we often find that they are more complex than this.

In the last decades, it can be seen that there are many scholars who targeted these speech events (apologies and requests) such as Ungerer and Schmid (2006), Schauer (2009), Ogiermann (2009) and Deutschmann (2003).

#### 4. Apology: Prototype Classifications

There are various formula for apology and the main component is *sorry*. The researchers preview those components based on an important work by Blum-Kulka et al.(1989) (Leech 2014, p.116 with examples) who classify the potential components of an apology into five ones:

- (a) **head act**: the apology itself (IFID), e.g.: (*I'm*) (*so*) *sorry*. . .
- (b) **a confession, or admission of responsibility** for the fault, such as (*I'm sorry,*) *I lied*. [LCSAE 094501]
- (c) **an explanation** of why or how the fault occurred: (*Well I'm sorry it's been such a mess.*) *It's just, this, this whole magazine this year, I mean we've had to rely on so many other folks, you know* [LCSAE 125202]. (Goffman 1971, pp. 109–115 refers to such explanations or excuses as “accounts”.)
- (d) **an offer of repair** (or making amends): making sure the fault is to be corrected or a remedy applied; e.g., (after spilling something) (*Rachel, I'm sorry I'm leaving this here.*) *I'll tidy it up*. [BNC KNR]
- (e) **promise of forbearance** (making amends in the longer term by undertaking to do better on future occasions): (*Right, right, so I'm very sorry.*) *I won't do it again next year*. [BNC HE2] (spoken by a lecturer apologizing to students for lack of book availability) (italic original).

#### 5. Apology: Semantic Frame Components

Significantly, apology semantic components are the essence of Deutschmann studies. The researchers preview the semantic frame components to speech event: apology. According to Deutschmann (2003, p. 46) (in Leech 2014, p.118), who presents the prototype view of the apology, shows that apology consists of four components. Deutschmann elaborates elliptical outline to the Semantic components as follows:

1. The *offender*, who takes responsibility for the offense but did not necessarily cause it
2. The *offended*, who is perceived to have suffered as a result of the offense

3. The *offense*—real, potential, or perceived as such by the offender or the offended
4. The *remedy*—recognition of the offense, acceptance of responsibility, and a display of regret

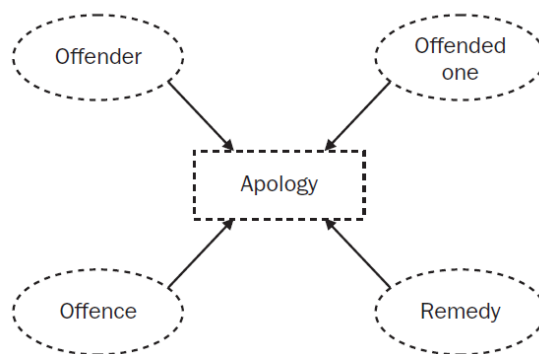


Figure 1. The four components included in a prototypical apology

Note: based on Figure 2.2 in Deutschmann (2003: 46) *Apologising in British English*. Umea, Sweden: Umea Universitet.

Additionally, Deutschmann continues to reveal three types of apology that are not modeled as an apology, “which fall partly outside this prototypical view of the speech act” (ibid.) (examples in Leech 2014, p. 118):

- (a) “Formulaic apologies” where the “offense is minimal,” and where apologizing is only a repetitive utterance for example saying sorry for “social gaffes such as coughing, slips of the tongue.”
- (b) “Formulaic apologies” that gives purposes, where the offense “is minimal and has other functions in addition to repair work,” for example indicating a request, or calling for attention:  

*“Sorry?” “Excuse me—could you pass that microphone?”*
- (c) “Face attack apologies,” (cf. also Culpeper 2011a, pp. 174–178). These speech events violates the address that is likely to be understood as impolite, such as a directive or a refusal or a complaint or criticism as in:
  - 1) I’m sorry but I just think that’s outrageous.
  - 2) Your mum is mad, I’m sorry but she is.

## 6. Apology: Pos-Politeness or Neg-Politeness

The researchers espouse, abidingly, the view that apology promotes concord and cordiality amid the speakers, and also reduces the violation that is likely to be done to the addressee. Innately, apology is likely to be distinguished negatively in several communities. However, Leech (2014, p. 121) considers apology to be face-enhancing as it tackles the violation than face-threaten because its main aim is repairing “to repay the debt, to redeem S’s loss of face.

However, it is the intended effect of a speech act on *H* that is crucial: an apology is meant to be face-enhancing to *H* rather than face-threatening”

According to Leech (2014, pp. 11-2) there are two aspects of linguistic politeness: pos-politeness and neg-politeness. However, Leech manifests apology under pos-politeness because it assigns positive value to the addressee:

Neg-politeness typically involves indirectness, hedging, and understatement, which are among the best-known and most-studied indicators of the polite use of language. Pos-politeness, on the other hand, gives or assigns some positive value to the addressee. Offers, invitations, compliments, and congratulations, then, are examples of pos-politeness. Thank-yous and apologies are also kinds of pos-politeness,

However, it is seen that the speech event apology gives value to the addressee’s face and intrinsically speaker leans to make more soften apology by making the apology appear more genuine, and the regret more profound (ibid.)

1. I’m **really very, very** sorry.
2. We **most sincerely** apologize . . .

## 7. Definition of Apology

It is noticed that researchers and scholars give varied definitions to apology. The researchers uphold the semantic definition to apology as the researches and the studies tackle this phenomenon from semantic perspective. However, Davies (2011, p. 191) points out that “There has been much discussion within the politeness literature over the last 30 years with regard to what ‘counts’ as an apology, in particular whether or not is possible to compile a list of necessary and sufficient conditions for apologising.”

Apology can take many utterances with different strategies in semantic use. However, strategies such as *apologise*, *sorry*, *unfortunately* and *afraid* can be manipulated by the addressee as apology devices as Davies (2011, p. 192) states that “In Davies, Merrison, and Goddard (2007), we could see no criterion on which we could separate *apologise/sorry* from *unfortunately /afraid*” (original italics). Moreover, Robinson (2004) points out that the speaker cannot avoid saying the devices of the apology to give a value to the other “Robinson contend that the use of an *apologise/sorry* unit is a necessary condition for a successful apology.” (in Davies 2011 p. 192)

According to Searle (1969, p. 67) (in Leech 2014, pp. 122-4), he elaborate three kinds of conditions to suggest definition adequately to apology in semantic relations. However, the researchers illustrate the table below (Figure 4.2) (a) *preparatory condition*: Hearer is harmed by A (act) and speaker believes hearer is harmed by A. It could be seen that there a mutual feelings amid the speaker and the hearer that there is a violation happens to the hearer which in this case needs apology to repair the situation. Many everyday apologies for minor offenses take the form of an *Excuse me . . .* or *Pardon me . . .* Leech (2014, p. 122) points out that “Anticipatory (future-pointing) apologies are usually for minor offenses, where *S* does not expect any objection to hinder the performance of the act.” For example in conversation,

or to give warning, speaker could use *Excuse me* to catch the attention of a hearer. (b) sincerity condition: It is noticed that speaker does an act accidentally to other, in this case speaker acknowledges responsibility to A(act) and feels regret for A(act). The most preferred utterance in these occurrences is *I apologize*. (c) essential condition: Speaker counts as an the expression of contrition for A when violation happens to other, speaker uses expression of contrition for act to show apology (the example in Leech 2014):

- *I'm sorry* to bother you [LCSAE 163001]

Table 1. A definition of an apology modeled on Searle (1969, p.69) by modeling three types propositional content conditions

Propositional content condition	Past act A by S
Preparatory condition	<i>H</i> is harmed by <i>A</i> and <i>S</i> believes <i>H</i> is harmed by <i>A</i>
Sincerity condition	<i>S</i> acknowledges responsibility to <i>A</i> and feels regret for <i>A</i>
Essential condition	Counts as an expression of contrition for <i>A</i>

Note: based on Searle, John. (1969). *Speech acts: An essay in the philosophy of language*. Cambridge: Cambridge University Press.

## 8. Strategies of Apology in English

There are several semantic classifications to the strategies of apology. The researchers trace these strategies from Leech's classification. Moreover, researching the stereotypical assumption that women are politer than men is studied in the account of these three apology strategies.

However, Leech points out that there are three main semantic routine and formulaic apology strategies. Leech (2014, p. 125) points out that "a large majority of apologies are routine and formulaic, it can still be said that English uses three main (semantic) strategies of apology," However, Leech maps out these three semantic strategies as showing speaker's regret, asking hearer's pardon or forgiveness and using a performative utterance:

- Expression of speaker's regret: e.g., (I'm) sorry, I regret..., I'm afraid
- Asking hearer's pardon (or forgiveness): e.g., excuse me, pardon (me)
- Using a performative utterance: e.g., I apologize, I beg your *pardon*

## 9. Methodology and Collected Corpora

The researchers apply descriptive methodology. In the research, there are gathering written corpora to targeted apology strategies with the purpose of answering the stereotypical assumption that women are politer than men. Though, scholars need to collect a specific corpora such as compliments and apologies to study a related phenomenon as Mills (2003, p. 203) points out that "two aspects of linguistic behaviour which have often been stereotypically associated with women: compliments and apologies; and I analyse two extracts from conversational data in order to challenge any simple view that women are necessarily always more polite than men."

However, the researchers studies four apology strategies: *sorry*, *excuse me*, *pardon (me)* and *I beg your pardon*. Moreover, the researchers use a pdf application to search for these apology strategies. The researchers collect data from a written corpus which is considered the most widespread work of Henry James's novels: *The Portrait of a Lady*. The researchers account (65) written corpora with the intention to study apology phenomenon, the researchers apparently address Leech's three semantic classifications and also there are two charts and a statistic table in order to be scientific while answering the preceding assumption about gender differences in apology strategies. It is significant that the researchers be scientific and does the best to adapt a reliable procedure. Indeed, as Wardhaugh (2006, p. 17) asserts "whatever sociolinguistics is, it must be oriented toward both data and theory: that is, any conclusions we come to must be solidly based on evidence. Above all, our research must be motivated by questions that can be answered in an approved scientific way."

### 9.1 Four Strategies of Apology

#### 9.1.1 Sorry

In Henry James's novel: *The Portrait of a Lady*, apology strategy *sorry* takes many different formula. Leech (2014, p. 125) points out that "*Sorry* (whether or not preceded by *I'm*) is by far the most common expression for apology in English, and of the various structural possibilities of *sorry* the use of it as an isolate is the most common."(italics original). There are (43) forms of semantic apology utterances, which consists approximately (66%) of the written collected corpora, although there are more but the utterance *sorry* does not account the semantic function of apology. The follow are the main forms of the apology that are studied in this research:

#### 9.1.2 Pardon My

Moving on to strategy (b), *Pardon (me)* is specially used for routine apologies and does the same rule to sorry, Leech (2014, p. 126-7) notes that "we first observe that these imperative formulae *Excuse me* and *Pardon (me)* are largely restricted to routine apologies... *Pardon (me)* has similar functions to *Excuse me*, as in asking for repetition" In the novel, there are (14) formulaic apologies, which consists approximately (21%) of the studied corpora, that can be founded in the novel although there are only two forms of *pardon*:

#### 9.1.3 Excuse Me

In strategy (c), it could be seen that there are (5) utterances which indicates the semantic function of apology, and also they entail nearly (8%) of the studied corpora. However, there is only one form for this strategy: *Excuse me*. However, in applying strategy (c) the speaker can enact this in many occurrences such as sneezing, coughing, belching, yawning and the like, Leech (2014, p. 127) says that "*Excuse me* is therefore largely concerned with mild offenses. It can apply to physical misdemeanors like sneezing, coughing, belching, and yawning, or infringements of conversational such as interrupting another speaker's turn, or interrupting apiece of conversation"



#### 9.1.4 I Beg Your Pardon

The last strategy of apology is (d) *I beg your pardon*, there are only (3) utterances which comprise about (5%) from the studied corpora. There are two different forms that could be found in the novel as follow:

Strategy (d) is widely used in UK as it is also used for repetition, Leech (2014, p. 128) says that “*Beg your pardon* is chiefly a British form (in the United States it is mainly used for mock indignation). Like *Pardon*, it is often used in asking for repetition”.

For more illustrations, the results presented in a clustered column Figure 2. Clustered column charts make it easier for the readers to compare and contrast between the the four apology strategies.

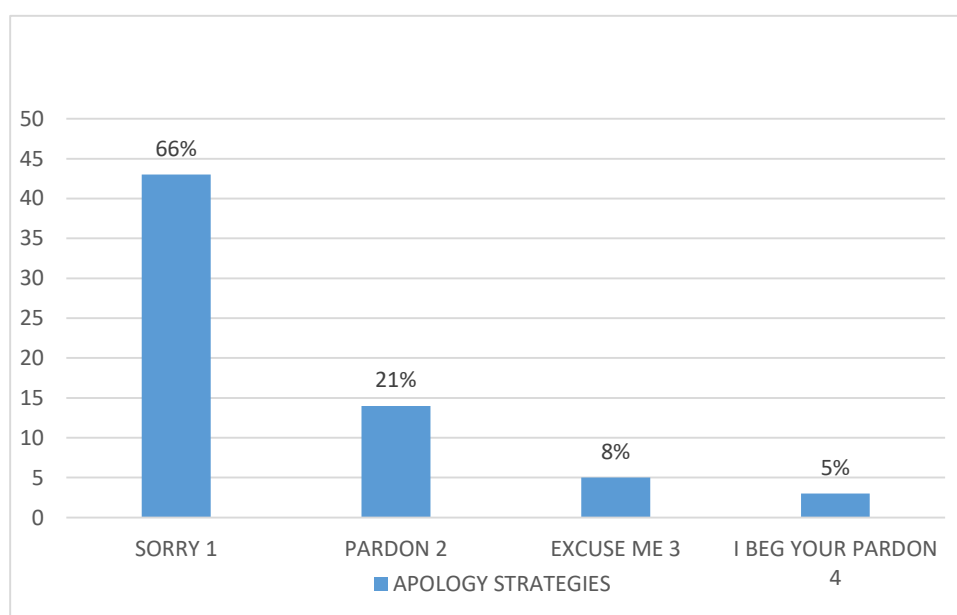


Figure 2. The four strategies of apology

## 10. Gender Differences

However, the interrelatedness of the four strategies of apology in gender differences, the researchers follows the descriptive methodology to answer the stereotypical assumption that women are considered to be politer than men.

The researchers suggests that linguistic politeness phenomenon could be studied by scholars and researchers in a set of strategies to judge different stereotypical assumptions as Mills (2003, p. 109) points out that “politeness should be seen as a set of strategies or verbal habits which interlocutors set as a norm for themselves or which others judge as the norm for them, ” also she adds that “as well as being perceived as a socially constructed norm within particular communities of practice.”(ibid.). The researchers categorises the (65) utterances into two columns according to the gender of the speaker. In this, there are (20) utterances can be noted and labelled to men which consist about (31%) of the whole collected corpora. On

the other hand, there are (45) utterances are labelled to women which consist around (69%) of the whole collected corpora.

With hindsight, the researchers juxtapose the two columns to find out that women (69%) are politer than men (31%) in four apology strategies. In other words, these results approve the assumption that women are politer than men in the speech event apology strategies.

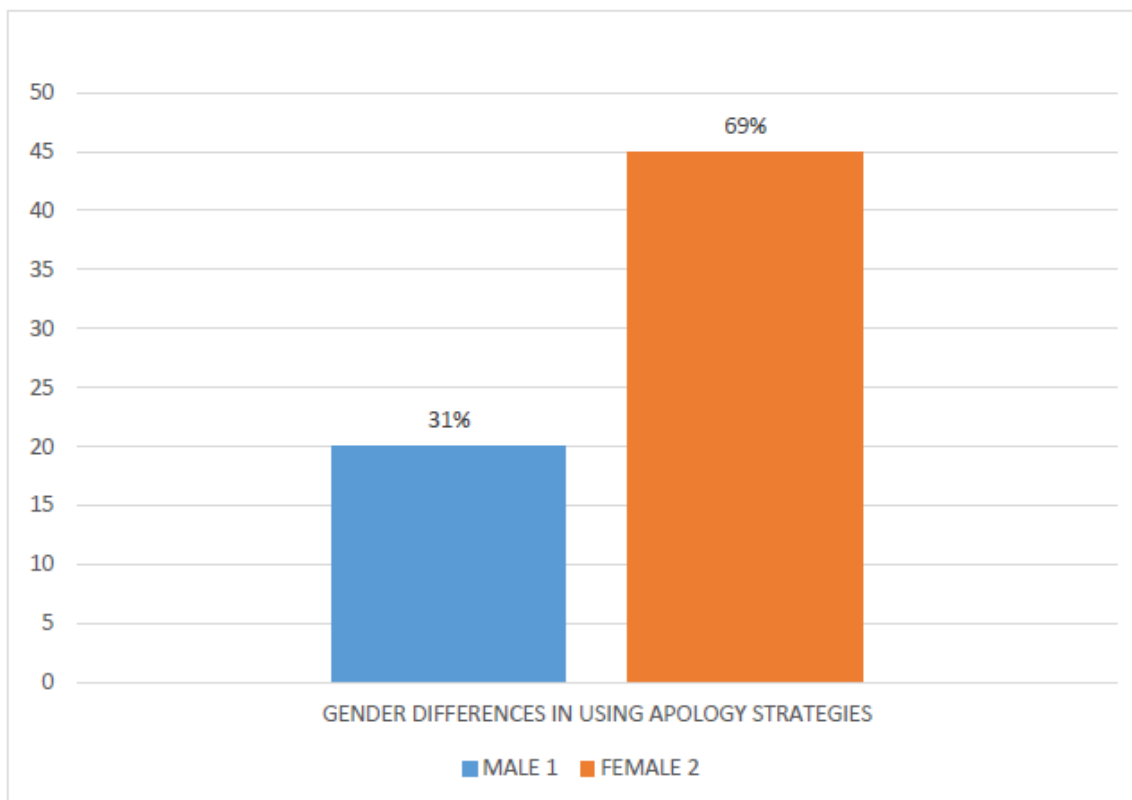


Figure 3. Gender differences in using the four apology strategies

These findings contradict the stereotypical view that females are politer than males. While these results might be surprising for some readers, many studies found the similar results in the literature. Correspondingly, Salem (2004, p.vi) points out that female students were more polite than male students in using politeness strategies in Jordanian universities “The researchers has concluded that student’s gender affect their use of certain politeness strategies. Moreover, it has been found that female are more polite in using the strategies of politeness than male students.”

Table 2. Significant difference in number of utterances for both genders

One-Sample Test						
Test Value = 0						
T	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference		
				Lower	Upper	
Gender	29.333	64	.000	1.692	1.58	1.81

In order to find out whether these differences in number of utterances by the two groups are statistically significant or not, the researchers has used some statistical tools, namely a (T-test). As figure (14) shows there is a *significant difference* in number of utterances for means of gender, women and men, as the statistical significant value is 29.333 with (t) value which is a significant difference at 0.05, the level of difference. The researchers marked the concerned column. Other columns are for statistical purposes.

## 11. Conclusions

The researchers espouse, abidingly, the view that apology promotes concord and cordiality amid the speakers, and also reduces the violation that is likely to be done to the addressee. In addressing the stereotypical assumption that women are politer than men, the **researchers** address only one *speech event* to identify apology strategy phenomenon. However, the researchers account (65) utterances amid four strategies: *sorry* (66%), *excuse me* (21%), *pardon (me)* (8%) and *I beg your pardon* (5%). The other part from the study addressees gender differences. It can be noted that there are (20) corpora labelled to men which consist about (31%) of the whole collected data. On the other hand, there are (45) utterances are labelled to women which consist around (69%) of the whole collected corpora. Overall, these results approve the assumption that women are politer than men in the speech event: apology strategies.

## References

- Blum-Kulka, S., House, J., & Kasper, G. (1989). *Cross-cultural pragmatics: Requests and apologies*. Norwood, NJ: Ablex.
- Coates, J. (2016). *Women, Men and Language* (3rd ed). New York: Routledge. <https://doi.org/10.4324/9781315645612>
- Coulmas, F. (2013). *Sociolinguistics: the study of speakers' choices*. Cambridge: Cambridge University Press. <https://doi.org/10.1017/CBO9781139794732>
- Davies, L. (2011). *Discursive histories, personalist ideology and judging intent: Analysing the metalinguistic discussion of Tony Blair's 'slave trade apology' in Discursive Approaches to Politeness*. Mouton series in pragmatics: 8, Berlin: Mouton de Gruyter. <https://doi.org/10.1515/9783110238679.189>
- Deutschmann, M. (2003). *Apologising in British English*. Ume, Sweden: Ume Universitet.
- Holmes, J. (1990). Apologies in New Zealand English. *Language in Society*, 19(2), 55-199. <https://doi.org/10.1017/S0047404500014366>
- Holmes, J. (1995). *Women, men and politeness*. Harlow, UK: Longman.
- Holmes, J. (2006). *Gendered talk at work: Constructing gender identity through workplace discourse*. New York, Oxford: Blackwell. <https://doi.org/10.1002/9780470754863>
- Lakoff, R. (1973a). The logic of politeness; or minding your p's and q's. *Chicago Linguistics Society*, 8, 292-305.

- Lakoff, R. (1973b). Questionable answers and answerable questions, In B. Kachru (Ed.), *Issues in Linguistics: Papers in Honor of Henry and Renée Kahane* (pp. 453-67). Urbana, Ill.: University of Illinois Press.
- Lakoff, R. (1975a). *Language and Women's Place*. New York: Harper.
- Lakoff, R. (1975b). Language theory and the real world. *Language Learning*, 25(2), 309-38. <https://doi.org/10.1111/j.1467-1770.1975.tb00249.x>
- Leech, G. (2014). *The pragmatics of Politeness*. Oxford: Oxford University Press. <https://doi.org/10.1093/acprof:oso/9780195341386.001.0001>
- McEnery, A. (2006). *Swearing in English: Bad language, purity and power from 1586 to the present*. London: Routledge.
- Mills, S. (2003). *Gender and politeness*. Cambridge: Cambridge University Press. <https://doi.org/10.1017/CBO9780511615238>
- Murphy, M., & Levy, M. (2006). Politeness in intercultural email communication: Australian and Korean Perspectives. *Journal of Intercultural Communication*, 12. Retrieved from <http://www.immi.se/intercultural/nr12/murphy.html>
- Ogiermann, E. (2009). *On apologising in negative and positive politeness cultures*. Amsterdam/Philadelphia: Benjamins. <https://doi.org/10.1075/pbns.191>
- Pratiwi, S. (2018). Brown and Levinson's Politeness Strategies on Apologizing Expression of "The Princess Diaries", The Movie: A Discourse Analysis. *Journal Edukasi*, V(1), 24-26. <https://doi.org/10.19184/jukasi.v5i1.8013>
- Salem, E. (2004). *Politeness Strategies in the Speech of Male and Female Students at Jordanian Universities. Unpublished M.A Thesis*. Yarmouk University. Irbid. Jordan
- Schauer, G. (2009). *Interlanguage pragmatics development: The study abroad context*. London and New York: Continuum.
- Searle, J. R. (1969). *Speech acts: An essay in the philosophy of language*. Cambridge: Cambridge University Press. <https://doi.org/10.1017/CBO9781139173438>
- Taylor, & Francis. (2009). Politeness. *Routledge Encyclopedia of Language Teaching and Learning*. Retrieved from [http://www.bookrags.com/tandf/politeness-5-tf/#bro\\_copy](http://www.bookrags.com/tandf/politeness-5-tf/#bro_copy)
- Ungerer, & Schmid. (1996/2006). *An introduction to cognitive linguistics*. Harlow, UK: Pearson/Longman.
- Wardhaugh, R. (2006). *An Introduction to Sociolinguistics*. Oxford: Blackwell.

## Copyrights

Copyright for this article is retained by the author(s), with first publication rights granted to the journal.

This is an open-access article distributed under the terms and conditions of the Creative Commons Attribution license (<http://creativecommons.org/licenses/by/4.0/>)